DETERMING THE QMS SCOPE
"Creating and Documenting a Quality Management System"

"Scope" identifies the nature of the organization, sets the parameters of the quality system within the organization, and identifies the quality standard or regulation (including exclusions). Following are some questions to ask when determining the scope of the QMS.

Who are we?

ISO 9000:2000 defines "organization" a "group or people and facilities with an arrangement of responsibilities, authorities and relationships". Some examples include a company, corporation, firm, enterprise, institution, charity, sole trader, association, or parts or combinations thereof.

Using this definition to answer the question identifies the nature of the organization and what parts of the organization are included in the management system being developed.

What do we do?

ISO 9000:2000 defines "product" as the "result of a process". Some examples include services, software, hardware, and processed materials.

Using this definition to answer the question identifies the type of QMS that needs to be implemented

Who are our customers?

ISO 9000:2000 defines "customer" as the "organization or person that receives a product". The customer may be internal or external. Some examples include consumers, clients, end users, retailers, beneficiaries, and purchasers.

Using this definition to answer the question completes a description of the inter-relationship between the "organization" and the "customer".